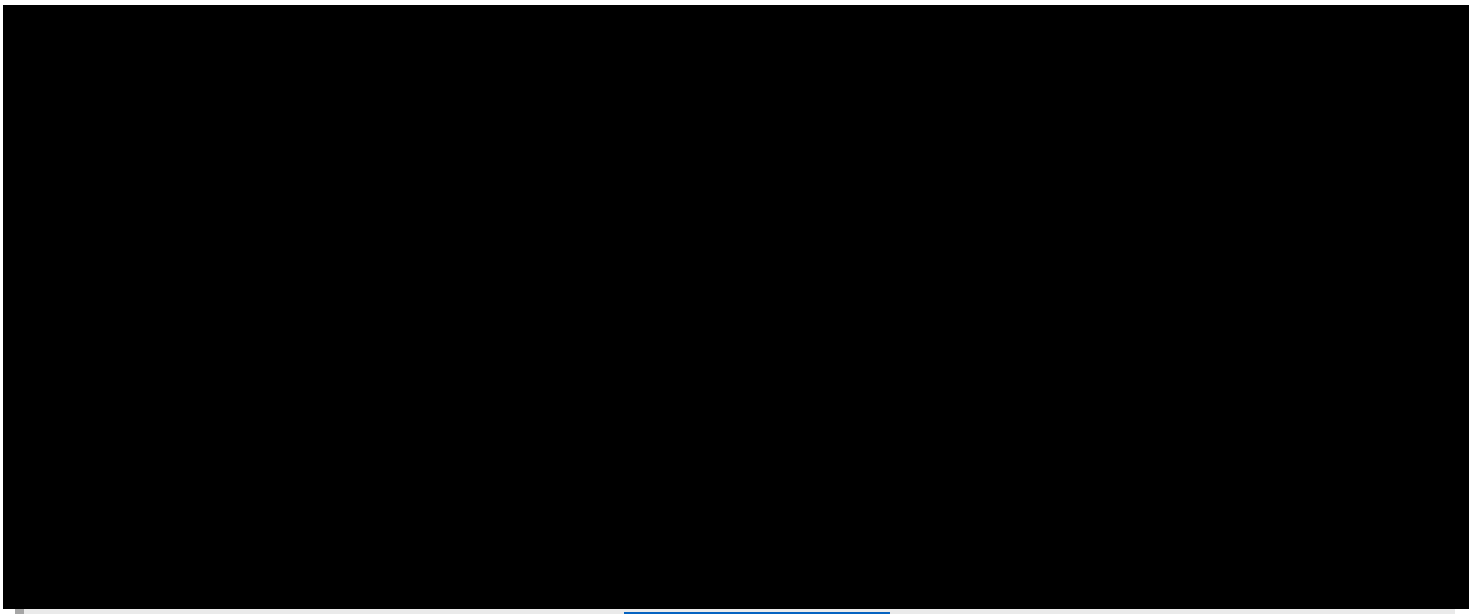




Good evening,

This reporting is for the Office of the Attorney General and Developmental Disabilities Administration:

On or about April 26th, 2023, Shura, Inc. (“Shura”) discovered evidence of certain malicious compromise of its network indicating a cyberattack. Upon discovery, Shura immediately contacted its 3rd party IT consultant, Hartman Executive Advisors (“Hartman”), who disconnected the network from the internet to isolate impacted systems and stop further spread of the attack. Shura promptly confirmed from the initial investigation and forensics that the attack was a ransomware variant that did compromise some IT systems and may have also exfiltrated data. 3rd party forensics experts have been deployed to evaluate the compromise and confirm data exfiltration. The incident response team has contained and eradicated the malicious software and actor from the IT environment but the forensics effort is ongoing at the time of this submission. Shura prioritizes the safety and security of our patients’ data and we are committed to properly addressing the incident, conducting a full investigation through 3rd party experts, and reporting the incident to appropriate impacted individuals and agencies.

This event was confirmed as a breach on May 2, 2023.

Within 45 days from discovery, notice will be given to consumers, to include but is not limited to, participants, guardians and employees as required by Md. Code Ann. Comm. Law 14-3504. Approximately 200 Maryland residents will be notified, although exact number is unknown at this time.

I will supplement this notification with a sample notice to Maryland residents.

Sincerely,

Tarika Boyd
Executive Director
SHURA INCORPORATED
Tarika.boyd@shurainc.org
116 Slade Avenue
Suite 100
Pikesville, MD 21208
Mobile 443-463-3735



SHURA, INC.

116 Slade Avenue Suite 100
Pikesville, MD 21208

June 21, 2023

[Insert Recipient's Name]

[Insert Address]

[Insert City, State, Zip]

RE: Important Security Notification
Please read this entire letter.

Dear [Insert Customer Name]:

We are contacting you regarding a data security incident that occurred on or about May 2, 2023 at Shura, Inc. This incident potentially involved your name, address, phone number, Social Security number, and other identifying information. As a result, your personal information may have been potentially exposed to others. Please be assured that we have taken every step necessary to address the incident.

On or about May 2, 2023, Shura, Inc. discovered evidence of a compromise of its network indicating a cyberattack. We quickly began working with third-party specialists to understand the nature and scope of the activity. Our investigation determined that we were the victim of a sophisticated cybersecurity attack. We worked with cybersecurity specialists to secure our environment and implement additional security measures designed to prevent the recurrence of a similar incident.

We initiated an exhaustive forensics review of our systems to confirm what, if any, personal information may have been accessed without authorization. We completed this assessment and are notifying potentially impacted individuals out of an abundance of caution.

What we are doing to protect your information:

Out of an abundance of caution and to help protect your identity, we are offering a complimentary **-month** membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by:** **[enrollment end date]** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: **[URL]**
- Provide your **activation code:** **[code]**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [customer service number] by [enrollment end date]. Be prepared to provide engagement number [engagement #] as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR []-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at [customer service number]. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for [] months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact us at (443) 797-6022.

Sincerely,

Tarika Boyd, Executive Director and Chief Executive Officer

* Offline members will be eligible to call for additional reports quarterly after enrolling

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.